

COVID-19: Suggested Safety Messages for Water Utility Customers

Water utilities are **essential service providers**. Water system owners, managers and operators work hard to keep water supplies safe for everyone. The COVID-19 pandemic poses unique challenges, and this is not an easy job.

We encourage you to share the following safety messages with your water utility customers during COVID-19.

For Owners and Managers

Assure customers that your primary mission is to ensure safe and reliable drinking water. To be successful in this mission, you need to keep your operators and staff safe.

Use the template language below to help communicate important safety messages. You can add it to a bill stuffer, newsletter, or your website.

<<Suggested Template Language to Customers>>

We hope you and your family are staying safe and healthy at this difficult time. We want to assure you we are working hard to provide safe and reliable drinking water to your homes and businesses. During this time our staff is still conducting essential work, including collecting routine monitoring samples, monitoring the treatment, inspecting our facilities, reading meters, conducting important routine maintenance, and emergency repairs.

We are asking you to please give our staff the space they need to conduct their work, by keeping at least 6 feet of distance. Please continue to allow our staff access to the water system by not blocking driveways or easements. Our operators need clear access to water system components such as valves, meters, and the pump house. Our staff is vital to keeping the water system operational.

Thank you for your continued cooperation. If you have any questions or concerns, please contact us at {Enter your phone number and or email address}.

Additional Guidance for Owners and Managers

- Talk with your team often about staying safe on the job.
- Provide personal protective equipment (like cloth face coverings, hand sanitizer, and utility identifying safety vests) so your team can do their jobs safely.

Health and Safety Guidance for Operators

Please take care of your own health and follow safe practices. Maintain physical distance from others and protect yourself, we need you.

- Use cones and flags to provide a physical barrier between you and the public.
- Consider wearing clothing that identifies you are working on the water system, such as an orange vest. It is even better if it identifies you as a water system operator.
- Let your system owners and managers know if you need additional personal protective equipment.

Additional guidance for water system operators, owners, and critical infrastructure workers can be found at <https://www.doh.wa.gov/CommunityandEnvironment/DrinkingWater>.

General information about drinking water and virus that causes COVID-19 can be found at <https://www.doh.wa.gov/Portals/1/Documents/1600/coronavirus/DrinkingWater.pdf>.

Additional COVID-19 Resources

- [DOH Coronavirus \(COVID-19\) webpage](#) – updated information and resources daily
- [Local Health Jurisdictions](#)
- [Workplace and Employers](#)
- [Persons Who are at Higher Risk for Serious Illness](#)
- [Communities and Community Organizations](#)
- [Stigma Reduction](#)
- [How Can I Be Prepared for a COVID-19 Outbreak?](#)

To request this document in another format, call 1-800-525-0127. Deaf or hard of hearing customers, please call 711 ([Washington Relay](#)) or email civil.rights@doh.wa.gov.